ABSTRACT OF THE DISCLOSURE

[0086]　　　　Systems and methods for generating an efficiency report, which in one embodiment among many, can be broadly summarized by a representative method of obtaining a set of switching statistics from a database of a communication switch and integrating this set of switching statistics with a set of work statistics of an operator to generate an efficiency report. Another embodiment can be described as an efficiency report generator that has logic configured to receive an operator work statistic that has been generated in a first computing element using a first entry code, to translate the first entry code into a second entry code, to use this second entry code to store the operator work statistic together with a call statistic received from a communication switch, in a database of the efficiency report generator, and to process these statistics to generate an efficiency report.